

1. PURPOSE and OBJECTIVES

This procedure aims to provide 1 Education students with a clear and fair process for lodging an Academic Appeal against an assessment decision.

2. SCOPE

The process covers an initial objection to the student's Assessor and concludes with referral to external arbitration if necessary.

3. TERMS AND DEFINITIONS

Appeal: A situation when a student and an Assessor cannot agree on the appropriate outcome from a formal assessment activity.

Rules of Evidence: A set of rules to test that an assessment process for a particular unit of competency is valid, fair and for purpose. Rules of Evidence are listed below:

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Training Package: a set of nationally endorsed standards and qualifications used to recognise and assess the skills and knowledge people need to perform effectively in the workplace.

Reasonable Adjustment: A modification to the learning environment or making changes to the training delivered to assist a learner with a disability. ... the same opportunity to perform and complete assessments as those without a disability.

4. FORMS AND USEFUL REFERENCES FOR THIS PROCESS

1 Education Student Assessment Policy and Guidelines

1 Education Assessment Procedure (1ED-PROC005)

Pre-Qualified Supplier Evidence Requirements (VET Investment Programs 2019/20) - Assessment

<https://www.training.gov.au>: The website used to host national training packages – qualifications (including packaging rules), units of competency and their assessment requirements.

1 Education Assessor Guide Template

Student Appeal Against an Academic Decision Form (1ED-FORM015)

5. PROCESS STEPS**5.1 Initial Review of Appeal**

- 5.2.1 If the student is unhappy with the assessment decision they should first discuss the decision and options with their Assessor to determine and fully understand the reasons for the decision.
- 5.2.2 With a view to resolving the matter, the Assessor shall discuss with the client: give specific feedback on their performance, identify areas of improvement, and provide options to the client such as further training and/or assessment.
- 5.2.3 If the matter is successfully resolved, the student shall complete the **“Student Appeal Against an Academic Decision Form”** (found on the 1 Education internet) and submit it to the 1 Education Administration Team for processing. If the matter is not resolved, advise the student of their right to appeal the decision referring them to the Appeals Policy and provide the student with access to the **Student Appeal Against an Academic Decision Form**.
- 5.2.4 The Administrative Officer shall then:
- Enter details of the Appeal into the **Appeals Register**.
 - Note actions on **“Student Appeal Against an Academic Decision Form”**.
 - File **“Student Appeal Against an Academic Decision Form”** (if appeal resolved) onto Student file.

5.2 Lodgement of Appeal

- 5.2.1 The Student shall then:
- Lodge an appeal in writing using the **“Student Appeal Against an Academic Decision Form”**.
 - Submit this within seven (7) days of the date of assessment result notification.
- The Appeals lodgement form must clearly state the grounds for appeal and should include sufficient evidence to support the claim.
- 5.2.2 The 1 Education Administration Officer shall then:
- Enter details of Appeal into **Appeals Register**.
 - Note actions on **“Student Appeal Against an Academic Decision Form”**.
 - Print and commence **“Student Appeal Against an Academic Decision Form”**.
 - Provide all documentation to CEO or Manager Educational Solutions for action.
- 5.2.3 The CEO or Manager, Educational Solutions shall then:
- On receipt of the appeals application, acknowledge receipt of the claim, in writing, to the appellant within two working days, this may be via email.
 - Keep all documentation in the Appeals file, which will remain in place until the appeal is resolved. After which time all appeal documentation will be placed on the Student file.

5.3 Processing the Appeal

- 5.3.1 The CEO or Manager Educational Support shall then:
- Nominate, within five working days, an independent assessor or panel to review the appeal and make a determination.
 - Advise the appellant in writing of the name of the independent Assessor or panel.
- 5.3.2 Independent Assessors shall then:
- review the application form and supporting evidence.

- b) review all assessment documentation and process.
- c) Interview the appellant to allow them the opportunity to formally state their claim.

5.3.3 Determine the appeal outcome, and provide an explanation to justify their decision.

The independent assessor / panel will advise the CEO / Manager Educational Solutions of the appeals outcome, in writing, within 5 working days.

5.4 Conduct re-assessment

5.4.1 The CEO or Manager, Educational Solutions shall then:

- a) Arrange for the appellant to be re-assessed and inform the appellant of the details regarding the re-assessment, in writing, in accordance with assessment processes.
- b) Place a copy of the re-assessment correspondence on the Student file.
- c) If the appellant is dissatisfied with the result or the process of the appeal, the appellant may lodge a complaint with External Arbitrator, such as the Training Ombudsman.
- d) If appellant refuses to be reassessed, the progress of the appeal to the External Arbitrator is at the discretion of the Appellant.

5.5 Finalising the Appeal

5.5.1 Supply the appellant with the appeals outcome in writing within 2 working days.

5.5.2 If the appeal is upheld, and if 1 Education is satisfied with the outcome:

- a) Finalise the appeals documentation, place all documentation in the client's appeals file.
- b) Complete documentation for the issuance of a Statement of Attainment or qualifications (as appropriate).
- c) The appeals file is closed, and provided to Admin.
- d) If the appeal is upheld and if 1 Education is NOT satisfied with the outcome, progress with Appeal with the External Arbitrator.
- e) Note actions on "**Appeals Progress Form**".

5.5.3 a) If the Appeal is rejected notify the appellant in writing that the original decision/judgement is to stand.

- b) Client continues to progress through the usual Assessment process.
- c) Note actions on "**Appeals Progress Form**".

5.5.4 a) If student is dissatisfied with outcome, advise the student of their right to further progress the appeal through the External Arbitrator. (Go to Step 5.6)

- b) Note actions on "**Appeals Progress Form**".

5.5.5 a) Enter details of Appeal outcome into **Appeals Register**.

- b) Note actions on and complete the "**Appeals Progress Form**".
- c) The student is provided a refund of the appeals fee if appeal is upheld. Follow refunds policy and procedures.
- d) Place all documentation from Appeals file onto Client file.

5.5.6 a) Ensure that the assessment tools, policy and procedures relating to any substantiated Appeal is reviewed and progressed through continuous improvement processes, as appropriate

5.6 Referral to External Arbitrator (i.e. the Training Ombudsman)

- 5.6.1 a) Contact and engage the External Arbitrator for a review of the Appeal, providing all relevant documentation.
- b) Cooperate with External Arbitrator for a review of the Appeal.

- 5.6.2 a) Review, investigate and mediate the complaint with all relevant parties and make a ruling.
- b) 1 Education will abide by any resolutions as recommended by the External Arbitrator.

- 6.6.3 If the Appeal is Upheld, go to Step 5.5.3.
- 6.6.4 a) If the Appeal is rejected notify the appellant in writing that the original decision/judgement is to stand.
- b) Student continues to progress through the usual Assessment process.
 Go to Step 5.5.3.